



NEWS RELEASE

Tennessee Regulatory Authority

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TRA Approves Sprint To Provide CapTel Service In State

Nashville, Tennessee – The Tennessee Regulatory Authority (TRA) today approved the proposal of Sprint Communications, Inc. to be the provider of CapTel (Captioned Telephone) service for the State of Tennessee.

CapTel is a specialized type of relay service that uses technology to enable the late-deafened and hard-of-hearing to use the telephone without the audible assistance of a special operator.

“CapTel will be of tremendous benefit to the late-deafened and hard-of-hearing population,” says TRA Chairman Ron Jones. “The service will revolutionize the way our special needs population uses the telephone.”

Unlike traditional relay service, CapTel users do not rely on a special operator to revoice the called party’s message. Instead, the special operator uses voice recognition software to create a caption, which appears on a special screen located on the CapTel user’s telephone. The CapTel user can both hear and read the called party’s communication.

“CapTel will greatly improve the lives of many Tennessee consumers,” added TRA Director Sara Kyle. “We look forward to the service being made available to our citizens.”

According to the State of Tennessee’s competitive bidding procedures, the TRA issued a Request for Proposal to all telecommunications service providers interested in bidding for the contract to provide CapTel service. Two responses were received.

The contract now goes to the Tennessee Department of Finance and Administration and the State Comptroller for final approval.

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